

Return and Refund Policy



Please inspect your package and contact us within 24 hours of receiving the package to notify us if something was broken or missing. If you are unhappy with your order for any reason, please contact your consultant or orders@winedecadence.com within 7 days of receiving your order to discuss the return and refund of the purchase. Our Office hours are Monday through Friday from 9:00 am to 5:00 pm eastern time.

If you wish to return it, we will refund the purchased amount (less shipping costs) by the same means of your payment when available or by direct deposit into your nominated account.

Refunds will be issued once the item(s) are returned and received by Wine Decadence, LLC and only if the item(s) are unopened and unused. It is your responsibility to ensure the goods are adequately packaged to ensure that they are not damaged during return transit.

Except where required by law, all returned products must be:

1. Unused and in original condition
2. Undamaged
3. Returned within 30 days of delivery

If a product is defective, please contact Wine Decadence corporate directly at orders@winedecadence.com. With documented pictures, defective items will be refunded or replaced at no additional charge.